

# The Missouri Public Service Commission

*Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century*

## ELECTRONIC FILING & INFORMATION SYSTEM

*The Electronic Filing and Information System (EFIS) is the Missouri Public Service Commission's web-based electronic document management system. It contains public documents that can be accessed through your Internet browser.*

### HOW DOES EFIS WORK?

**FOR THE PUBLIC:** The general public can access information found under the web heading "Resources."



In addition, the general public can submit informal complaints regarding their utility service provider(s), or make public comments on a pending issue before

the Missouri Public Service Commission.

The general public has access to on-line viewing of current utility company tariffs, which list all rights and responsibilities of the consumer, as well as the utility and jurisdictional rates that pertain to utility services.

**FOR UTILITIES:** Users who are from the public utility sector, or represent members of the public utility sector, can register their company/firm, individuals and attorneys who will do business with the Missouri Public Service Commission.



Registered users may file:

- ◆ Applications to do business in Missouri
- ◆ Pleadings, motions and promotional services
- ◆ Tariff revisions
- ◆ New tariffs and non-case related reports (i.e. Annual Reports)

### **FOR THE MEDIA:**



Members of the news media can take advantage of the Electronic



Information and Filing System because the tech-

nology allows the media to have, at their fingertips, access to all public testimony and exhibits filed in cases before the Missouri Public Service Commission.



### On The Web

[www.psc.state.mo.us/efis.asp](http://www.psc.state.mo.us/efis.asp)

### Hours Of Operation

The Electronic Filing and Information System is available from 6 a.m. to 2 a.m. daily.

### Toll-Free EFIS Helpdesk Line

(8 a.m. - 5 p.m.)

(866) 365-0924

### After Hours

Use EFIS on-line Help functions.

For more information



The Missouri Public Service Commission works to ensure Missouri citizens receive safe, reliable, and affordable utility service. If you have a billing question or service-related problem, call **1-800-392-4211**, or visit **[www.psc.state.mo.us](http://www.psc.state.mo.us)**